

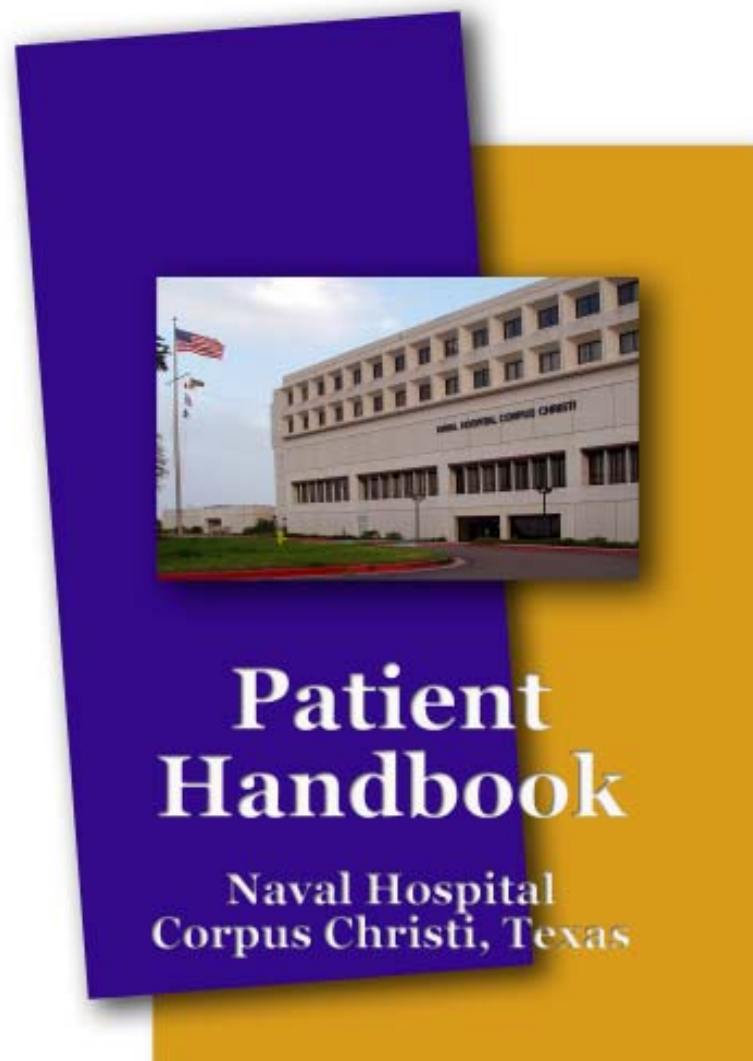
This Patient Handbook is available online at:
<https://www.nhcorpushcs.med.navy.mil/Patient/PatientHandbook.pdf>



NHCC Public Affairs Office © March 3, 2004

1st Revision
August, 2004

PAO-NH-Corpus@nhcorpus.med.navy.mil



Welcome to the Naval Hospital Corpus Christi

As a valued beneficiary your healthcare is our top priority and we will do everything possible to make your visit with us pleasant and positive! We also want you to have the best and most current information, so we are pleased to present this booklet to introduce you to our services.

Because we are privileged to serve you, our healthcare team is committed to providing the highest quality health service possible. Our clinics offer routine primary and specialty care, and are supported by laboratory, radiology, and pharmacy services. We also have available an extensive network of specialty providers. Our professional staff assigns active duty members to a Primary Care Manager to foster a better relationship and increase confidence between patient and provider, and we offer all other beneficiaries the opportunity to select a specific primary care provider of their choice in order to experience that “home town” provider relationship. These associations personalize our services and create a more relaxing atmosphere for you. We actively promote wellness, provide education and training, and facilitate optimal health care because your well-being is one of our greatest concerns.

It is our intention to provide you and your family with prompt, courteous, and quality healthcare, and we will always treat you with respect and compassion. If you believe that you are not getting outstanding healthcare, please ask to see a Customer Relations Representative. Each department and clinic has a representative assigned to assist you in resolving your problems or addressing your concerns. You will find their names and photographs posted in the respective areas that you visit. Please take a few moments to look through this booklet so that you can become familiar with our services. If you have any ideas for this Patient Handbook, please visit our Customer Relations Office, First floor, Room 1157, and let us know. You may also contact the Customer Relations Officer by calling (361) 961-6166. To view this handbook online, go to: <https://www.nhcorpushcs.med.navy.mil/Patient/PatientHandbook.pdf>

Once again, I welcome you and your family to our professional healthcare team at the Naval Hospital Corpus Christi. We consider it a privilege and an honor to serve you, and we hope that your visit with us will be as comfortable as possible. For more information about Naval Hospital Corpus Christi, please visit our website: <https://www.nhcorpushcs.med.navy.mil/>

J. P. RICE
Captain, Medical Corps
United States Navy

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Patient Rights and Responsibilities

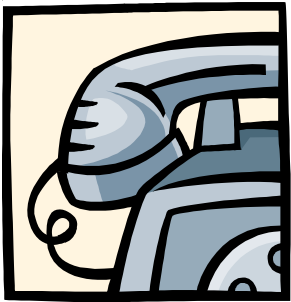
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OUTPATIENT CLINICS APPOINTMENTS:

Some points to remember that will help us serve you better

You can make Outpatient Clinic appointments by calling (361) 961-6000. The telephone directory will guide you to the individual clinics. Specialty clinics such as General Surgery, Orthopedics and Internal Medicine require a consult or referral

Please arrive at least 20 minutes prior to your scheduled appointment. Your outpatient record should already be at the clinic if you have a scheduled appointment. For walk-in appointments, a staff member will obtain your record from the outpatient records. If your record is not maintained here, please bring it with you to your appointment. Once your appointment is completed, we will return your outpatient medical record to Outpatient Records (if your record is maintained here).



If you are on active duty you must be in the uniform of the day during normal working hours, unless in a leave status. Except in emergency situations, you are required to present a valid military ID in order to obtain care here. If you do not have an ID card or if you have an expired ID card, you must have your eligibility verified in the Defense Enrollment Eligibility Reporting System (DEERS) before we provide care. You must update DEERS immediately after changes occur.

For more information about DEERS registration, visit the website at <http://www.tricare.osd.mil/deers/default.cfm> or contact the Health Information Management Division, at (361) 961-3446.

Naval Hospital Corpus Christi Mission, Vision and Guiding Principles

Mission: Naval readiness through quality healthcare, wellness, and training;

Vision: To be the recognized leader: In readiness and responsiveness anytime, anywhere; In the personal and professional growth of our staff; In quality healthcare services.

Guiding Principles

Integrity: Do the right thing; Honor, Courage, Commitment

Quality: Deliver outstanding evidence based health care through teamwork, effective communication, and exceptional customer service.

Respect: Each individual's contribution is valuable. Professionalism and compassion go hand in hand.

CLINIC INFORMATION

AUDIOLOGY CLINIC – Referral only

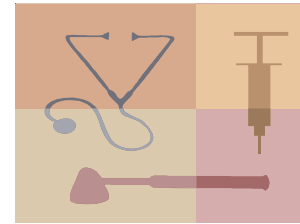
Location: First Floor, Room 1442

Telephone: (361) 961-6048

Hours: 0800 to 1630 Monday thru Wednesday and Friday
0800 to 1130 Thursday

Evaluations only, no hearing aids are provided.

AVIATION MEDICINE CLINIC – Appointment only



Location: Third Floor, Room 3065

Telephone: (361) 961-3410

Hangar 56 Telephone: (361) 961-3856

HM-15 Clinic: (361) 961-2689

Hours: 0700 to 1600 Monday thru Friday

To schedule physical exam appointments, please call (361) 961-3410 unless you are enrolled in the Family Practice Clinic (FPC). If you receive your care at FPC then you should contact them at (361) 961-6000 to schedule a physical. All physicals, including those scheduled with FPC, require that you fast for 12 hours prior, and that you report at 0700. Dental appointments (if available) are scheduled for the same day as the physical. Females undergoing physical examinations are required to have routine PAP/pelvic exams completed prior to the exam if one has not been completed in the last 12 months prior to the physical exam. PAP/pelvic exams should be arranged with the member's PCM clinic.

Acute-care Sick call is seen Monday - Friday 0730 to 0930 if you are enrolled to the Aviation Medicine Clinic. If you are in a flight status you can arrange routine appointments, including PAP/Pelvic exams, by calling (361) 961-3410. Administrative issues, including up-chits, will be handled at the Flight Line Office in Hangar 56 from 0745 to 0900 and 1300 to 1400 Monday thru Friday.

You can check-in at 1000 each Wednesday; and check out from 0730 to 1500 Monday thru Friday.

HM-15 acute-care Sick call is seen Monday thru Friday 0700 to 0900 at the HM-15 clinic, also on the 3rd Floor. Appointments, including physical exams, if you are from HM-15 can be arranged by calling (361) 961-2689.

If you are not on active duty and you need a physical, please schedule it with FPC.

FAMILY PRACTICE CLINIC

Location: First Floor, Room 1275

Telephone: (361) 961-6000

Hours: 0730 to 2000 Monday thru Friday
Sat., Sun. and Holidays 0800 to 1630.

Closed New Year's Day, Thanksgiving and Christmas



- Active duty will be seen within 24 hours for acute conditions.
- Acute appointments are available throughout normal working hours.
- Provides our enrolled TRICARE Prime beneficiaries with well adult and well child care, non-emergency acute care, and ongoing disease management from birth to age 65.

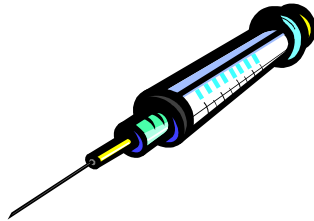
GENERAL SURGERY CLINIC – Referral only

Location: First Floor, Room 1345

Appointments during clinic hours: (361) 961-6000

Hours: 0730 to 1630 Monday, Tuesday and Thursday

- After you see a physician, you will be referred to this clinic if necessary.
- Surgeries are routinely performed at Christus-Spohn South Hospital.
- If your medical records are maintained at other facilities please bring them with you to your appointment.



IMMUNIZATIONS – Walk-in Clinic

Location: First Floor, Room 1304

Telephone: (361) 961-3158

Hours: Monday thru Friday 0730 to 1630

Closed on Holidays

- We give PPDs (Tuberculin skin tests) on Mondays, Tuesdays, Wednesdays, and Fridays. You must return to the clinic within 48 to 72 hours to have the results of your test evaluated.
- Yellow Fever shots are only given Tuesdays and Wednesdays from 0900-1000
- Please bring your yellow shot card and your health record (if possible).
- The last shot will be given at 1600.

INTERNAL MEDICINE CLINIC: First Floor, Room 1183

Appointments during normal working hours: (361) 961-6000

Hours: 0730 to 1630 Monday, Tuesday, Wednesday, and Friday

0730 to 1200 Thursday

Closed Saturday, Sunday and Holidays

- Provides primary care and consulting services by appointment.
- Same day acute appointments are available for patients assigned to Internal Medicine Physicians on a first to call- first served basis.
- Services: Exercise Stress Testing, Pulmonary Function Testing, Holter Monitoring, Cardiac Electrocardiograms and Diabetic Clinic.

The Diabetic Clinic provides:

- Diabetic care by referral
- 72 hour glucose monitoring
- Diet and disease education.

Call (361) 961-3914 to schedule your appointment.



LABORATORY: First Floor, Room 1375

Telephone: (361) 961-6000

Hours: 0730 to 1630 Monday thru Friday

*Duty technician provides support to Family Practice Clinic during appointment hours.

- Wide range of basic tests, some requiring fasting or a special diet.
- Some tests are conducted by appointment only.
- Please contact the laboratory if you have any questions.
- Results of all lab tests performed are returned to your physician.
- Please do not call the lab for your results.

MENTAL HEALTH – Referral only: Fifth Floor, Room 5049

Telephone: (361) 961-3620

Hours: 0730 to 1630 Monday thru Wednesday, and Friday

0730 to 1130 Thursday

- A Referral clinic requiring a consultation from a health care provider.
- Mental Health (MH) services are available for all active duty personnel (all others – space available).
- Active Duty emergencies during regular hours must be escorted to the Mental Health Clinic.
- Active Duty emergencies after hours must call the CDO at the Quarterdeck, (361) 961-2688 or 2994, and have the duty MH provider paged, or go to the nearest Emergency Room.

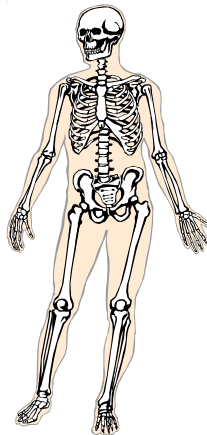
OPTOMETRY

Location: First Floor, Room 1450

Telephone: (361) 961-6000

Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday
0730 to 1130 Thursday

- Provides routine eye exams, treatment/diagnosis of minor infections and ocular pathologies, and limited contact lens service.
- Will see you on a priority basis ensuring that active duty personnel receive care first, followed by Prime active duty family members, and then retired personnel, followed by their family members.
- Routine appointments for retirees and their family members are currently made monthly by phoning.
- Only military issued spectacles are provided to active duty and retired personnel, family members' eyewear must be obtained privately.



ORTHOPEDICS - Referral only

Location: First Floor, Room 1405

Telephone: (361) 961-6000

Hours: 0730 to 1630 Tuesday, Wednesday, and Friday

- After a physician evaluates you, you may be referred if necessary.
- Orthopedic care and treatment is provided to all active duty members with a consult.
- Others are seen on a space available basis.
- Please bring health records and all x-rays with you.

PEDIATRIC CLINIC

Location: First Floor, Room 1215

Appointments during normal clinic hours: (361) 961-6000

Hours: 0730 to 1630 Monday through Friday
Closed weekends and Holidays

- Acute appointments are available during normal working hours. Appointment clerks are available 0730 to 2000 for scheduling.
- After hours and on weekends, Family Practice may be able to see your child for acute needs. Please call to schedule.
- Provides well-child care, and evaluation and treatment for your children with an illness or other problems from birth through age 16 (once a person reaches age 17 he or she will be seen in Family Practice Clinic).
- Routine pediatric care, acute care, and well-baby care are available on an appointment basis only.

IMPORTANT NOTE: We cannot treat a minor (child under the age of 18) without parental consent except in limited circumstances. If you leave your child in the care of another, be sure that you authorize that individual, in writing to consent in your absence. The required consent authorization form is available at the Outpatient Records desk, (361) 961-2194. Once properly completed, it is valid for six-months.

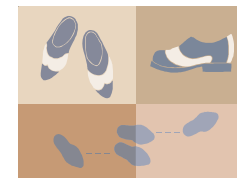
PODIATRY - Referral only

Location: First Floor, Specialty Clinic Room 1420

Telephone: (361) 961-6000

Hours: 0730 to 1630 Monday, and 0730 to 1200 Thursday

- Provides inpatient and outpatient services relative to the examination, diagnosis and treatment of patients with foot disorders.
- Surgeries are routinely performed under contract at Christus-Spohn South Hospital.
- You should arrive at least five minutes early.



PHARMACY

Location: First Floor, Room 1176

Telephone: (361) 961-2260 (Main Pharmacy)
(361) 937-1037 or (877) 520-6582 (Refill Line)

Hours: Monday thru Friday, 0800 to 1700: all services
Monday thru Friday, 1700 to 2000: pick-up and NHCC clinic patients only
Saturday, 0800 to 1700: pick-up and NHCC clinic patients only
Sundays and Holidays: NHCC clinic patients only; no other services

- Prescriptions for non-controlled substance medications are valid for one year from the date written, and the maximum quantity is a 90-day supply with up to three refills.
- Prescriptions for controlled substances are valid for six months, with a maximum quantity of a 30-day supply with up to five refills.
- Prescriptions for Narcotic / CII medications must be filled within 7 days of the date written, and may be for no more than a 30-day supply, no refills allowed (Ritalin and Dexedrine may be filled for a 90-day supply if specifically written for ADD / ADHD or narcolepsy).
- Prescriptions from civilian providers may be filled if the medication is available on our formulary, from 0800 to 1700 Monday through Friday. You can verify availability of a particular item by calling or by checking the NHCC website. We also publish a listing that you can bring with you to your next appointment with your provider.
- Refill requests are accepted only by phone. The automated touch-tone refill service at the above phone number is available 24 hours a day: please have your vials or labels available when calling. Refills called in by 1700 will be available after 0900 the following morning, unless that day is a Sunday or holiday, in which case your refill will be ready after 0900 the next working day.
- Prescriptions may be transferred here if we have the medication on our formulary and if originally filled at a military facility: we cannot transfer a prescription from a commercial pharmacy.



PHYSICAL THERAPY

Location: Third Floor, Room 3019

Telephone: (361) 961-2534

Hours: 0730 to 1630 Monday thru Wednesday and Friday
0730 to 1130 Thursday

- Civilian referrals are accepted on a space available basis.
- Appointments for initial evaluation may be made by phone.
- After the initial evaluation with a Physical Therapist, regular follow-up treatments may be scheduled with a PT technician.
- In addition to individual appointments, the clinic offers monthly Back School and Knee School education classes. These classes are open to all eligible beneficiaries.

RADIOLOGY



Location: First Floor, Room 1077

Telephone: (361) 961-3466 or 3378

Hours: 0800 to 1630 Monday thru Friday (all services)
1630 to 2000 Monday thru Friday (NHCC clinic patients only)
0800 to 1630 Saturday, Sunday and Federal Holidays
(NHCC clinic patients only)

- Provides routine x-ray examinations on a walk in basis, (e.g. Chest, Abdomen, Extremities, Spine, Head). Special procedures (e.g. UGI, Barium Enema, IVP, Ultrasound, Bone Density Scan, Routine/Diagnostic Mammograms) are scheduled at Radiology reception desk during working hours.
- Mobile Magnetic Resonance Imaging (MRI) examinations are performed on Tuesdays.
- Computed Tomography (CT scan), Nuclear Medicine (NucMed), and various Pediatric exams will be scheduled with local network facilities/providers with approval through Health Benefits Advisor Office/TRICARE.
- We honor limited civilian requests for services (contact radiology reception desk for more)

WELLNESS CENTER

Location: First Floor, Room 1499

Telephone: (361) 931-3914

Hours: 0730 to 1630 Monday thru Friday
See page 22 for full description of services.

NAVAL BRANCH DENTAL CLINIC, CORPUS CHRISTI

Location: First Floor, Room 1034

Telephone: *Appointment desk (361) 961-3838

*After hours emergencies please contact the front desk of the Naval Hospital (361) 961-2688 and the Duty Corpsman will contact the duty tech or the after hours answering service

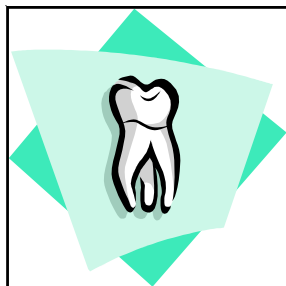
Hours: 0715 to 1600 Monday thru Thursday 0715 to 1130 Friday

Sick Call Hours: 0715 to 0900 Monday thru Friday by appointment.

If you have a dental appointment please show up 15 minutes prior. If you need to reschedule please you give us as much advance notice as possible. The latest you can inform us is 24-hours prior. Failure to follow these guidelines will result in command notification for failing to be at your appointed place of duty.

Every 12 months all Navy and Marine Corp Personnel are required to get an annual dental exam. Getting your teeth cleaned, or having a cavity repaired does not fulfill the annual exam requirement. These exams are by appointment. Dental contacts all commands with recall results.

Dental exams for Aviation Flight physicals are by appointment only. Contact Aviation Medicine or HM-15 Medical to verify that your Dental exam is scheduled to coincide with your physical.



High dental readiness standards for active duty members and staffing requirements make it unfeasible for us to see family members and retirees. The TRICARE Family Member Dental Program offers dental insurance to all active duty family members. If you are interested please contact the Personnel Support Detachment for enrollment, or contact United Concordia at (800) 866-8499. Retirees and Reservist are offered insurance also through Delta Dental. This is a dental insurance program designed for reservist, retirees and their families. You can obtain more information from the TRICARE or Military Dental Office, or call (888) 838-8737, or visit them at: www.ddpdelta.org

BRANCH MEDICAL CLINIC NAS JOINT RESERVE BASE FT WORTH

PRIMARY CARE

Telephone: (817) 782-5900, extension 9-200

Hours: 0730 to 1600 Monday, Tuesday, Wednesday and Friday
0730 to 1100 Thursday

PHYSICAL EXAMS/AVIATION MEDICINE

Telephone: (817) 782-5900, extension 9-300

Hours: Physicals: Tuesday, Wednesday, and Friday check in time 0730 to 1500; Aviation Medicine: 0730 to 1600 Monday, Tuesday, Wednesday, and Friday; 0730 to 1100 Thursday
Schedules appointments for Audiograms and Optometry.

OCCUPATIONAL MEDICINE

Telephone: Occupational Medicine: (817) 782-5900, extension 9-406; Industrial Hygiene: (817) 782-5900, extension 9-405; Workplace Monitor: (817) 782-5900, extension 9-404; Billing Inquiries: (817) 782-5900, extension 9-209; Consultations: (817) 782-5900, extension 9-310
Hours: 0745 to 1600 Monday thru Friday; Managed Care: 0730 to 1630 Monday, Tuesday, Wednesday and Friday; 0730 to 1100 Thursday

PHARMACY

Telephone: Prescription Refills: (877)-520-6582; Pharmacy Front Desk: (817) 782-5900 option #2 or (817) 782-5905
Hours: 0730 to 1500 Monday, Tuesday, Wednesday and Friday
0730 to 1100 Thursday and Saturday

PREVENTIVE MEDICINE

Telephone: Leading Petty Officer: (817) 782-5900, extension 9-403; Technicians: (817) 782-5900, extension 9-404; Immunization Clinic: (817) 782-5900, extension 9-207
Hours: 0730 to 1600 Monday, Tuesday, Wednesday and Friday
0730 to 1100 Thursday

ADMINISTRATION

Telephone: Reserve Liaison: (817) 782-5900, extension 9-101
Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday; 0730 to 1100 Thursday

ANCILLARY SERVICES:

Telephone: Radiology: (817) 782-5900, extension 9-509; Laboratory: (817) 782-5900, extension 9-507; Supply: (817) 782-5900, extension 9-511
Hours: 0730 to 1600 Monday, Tuesday, Wednesday and Friday
0730 to 1100 Thursday

HEALTH RECORDS AND READINESS:

Telephone: Leading Petty Officer: (817) 782-5900, extension 9-108;
Technicians: (817) 782-5900, extension 9-111
Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday; 0730 to 1100 Thursday
Base Check In on Thursdays

Customer Service Representative: (817) 782-5944
Clinic OIC/Senior Enlisted Advisor: (817) 782-5922 or 5923
Clinic Fax: (817) 782-5949
Petty Officer of the Watch Duty Cell Phone: (817) 800-3544
Chief of the Day Duty Cell Phone: (817) 297-2966
After Hours Health Care Information Line: (800) 611-2875

Dental: (817) 782-5718

BRANCH MEDICAL CLINIC INGLESIDE

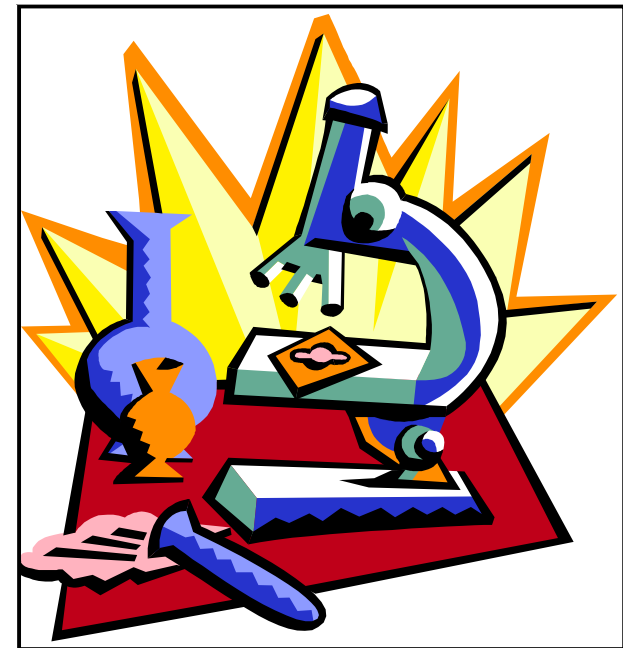
Telephone: Branch Clinic: (361) 776-4575; Appointment Desk: (361) 776-4575 ext: 1094/1096/1190; Administration: (361) 776-4580 FAX: (361) 776-4586;
Pharmacy: (877) 520-6582 (Refill 24 hrs); Information: (361) 776-5544;
Health Benefits Advisor: (361) 776-5542 FAX: (361) 776-5587; The Health Care Information Line, "ASK A NURSE" at (800) 611-2875
Duty Corpsman /MOD (Mate of the Day): (361) 834-5970

Hours of Operation: 0730 to 1800 Monday through Friday; Extended hours for TRICARE Prime appointments: 0800 to 1200 Saturday (after-hours clinic)*; Immunization Clinic will be offered Monday through Friday from 0800 to 1500, please call appointment desk to ensure availability of required immunizations. Wart Clinic will be offered Monday through Thursday from 1300 to 1530, please call appointment desk after 1000 to ensure liquid nitrogen is available

* Extended hours clinic is offered each week, except:
During Christmas Holiday leave period (mid-December to mid-January)
During Federal Holiday weekends, there will be no after-hours clinic on Saturday

BRANCH MEDICAL CLINIC KINGSVILLE

Telephone:
Officer in Charge: (361) 516-6238
Central Appointments: (361) 516-6160 or 6344 or 6260
Aviation Medicine: (361) 516-6319
TRICARE Service Center: (800) 406-2832
Health Benefits Advisor: (361) 516-6493
Occupational Health: (361) 516-6507
Patient Advocacy Representative: (361) 516-6319
Pharmacy: (361) 516-6455
Pharmacy Refill Line: (877) 520-6582
Preventive Medicine/Immunizations: (361) 516-6492
Medical Records: (361) 516-6319
Fax: (361) 516-6161
Hours: 0730 to 1630 Monday, Tuesday, Wednesday, and Friday
0730 to 1100 Thursday



PATIENT SERVICES

AFTER HOURS CARE

If you believe that death or disability could result if treatment from an illness or injury is delayed for longer than 24 hours then you *need* after hours care.

Our staff and the Branch Dental Clinic's staff have an answering service to provide information and referral service in support of After Hours Care according to the following schedule:

Monday thru Thursday: 2000 to 0730

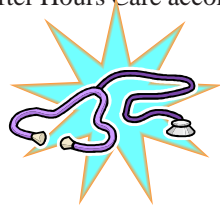
Friday: 2000 to 0800 Saturday morning

Saturday: 1600 to 0800 Sunday morning

Sunday: 1600 to 0730 Monday morning

Holidays: 1600 to 0730/0800 the following morning

Christmas and New Years Day: 1400 to 0730/0800 the following morning



When you call (361) 961-2688 after hours, the answering service will do one of the following:

- Direct you to call **911** if you have a medical emergency.
- Give you the option of talking to a registered nurse.
- Document your call and all pertinent patient information, and then contact the on-call watch stander who will respond to your request.

If you are on active duty please call your Primary Care Manager before seeking civilian non-emergent medical care. If you are in a flight status, page your Flight Surgeon or call (361) 961-3410. If you are assigned to HM-15, call (361) 961-2687. Every one else should call Family Practice Clinic at (361) 961-6000.

If you are enrolled in TRICARE Prime at another medical facility or civilian network, we will refer you to your Primary Care Manager at your enrollment site, or you can call TRICARE at (800) 406-2832 for authorization to use after-hours civilian medical care. You can also call during normal working hours for a possible space available appointment.

If you are not enrolled in Prime you will need to use TRICARE Standard/Extra options and seek treatment at a civilian medical facility.

For dental care emergencies if you are non-active duty you will be referred to a civilian dental provider. The Duty Dental Technician, (361) 889-1248, will require active duty information.

HEALTH BENEFITS ADVISOR (HBA): BENEFICIARY COUNSELING AND ASSISTANCE COORDINATOR/TRICARE ADVOCACY REPRESENTATIVE/ DEBT COLLECTION ASSISTANT OFFICER (DCAO)

Location: First Floor, Room 1128

Telephone: (361) 961-2810

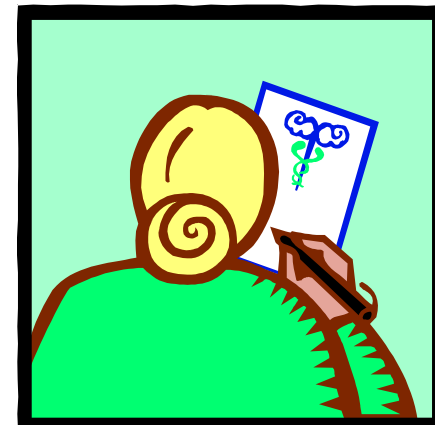
Hours: 0800 to 1630 Monday thru Friday

Health Benefit Advisor (HBA) can assist you with your concerns with the TRICARE system. BCAC/DCAO are congressionally mandated initiatives to improve customer service, enhance beneficiary education.

If you receive a notice from a collection agency or a negative credit report because of a TRICARE medical or dental bill, you should call or visit your DCAO. Submit documentation associated with a collection action or adverse credit rating to the DCAO. This includes debt collection letters, TRICARE explanation of benefits (EOBs), and medical/dental bills from providers. The more information you can provide, the faster we can determine the cause of the problem. The DCAO will provide you with a written resolution to your collection problem. The collection agency will be notified by the DCAO that action is being taken to resolve the issue.

The DCAO cannot provide you with legal advice or fix your credit rating, but can help you through the debt collection process by providing you with documentation for your use with the collection or credit-reporting agency in explaining the circumstances relating to the debt.

Please let us know how we may help you.



CUSTOMER RELATIONS OFFICE

Location: First Floor, Room 1157

Telephone: (361) 961-6166 or 6121 after hours: (361) 961-2688 or 2994

Hours: 0730 to 1630 Monday thru Friday

Consumer satisfaction is an essential priority in the total health care system.

Our goal is to improve the courtesy, concern, and care that our staff extends to you to ensure the highest degree of satisfaction with all levels of health services provided. Our commanding officer has assigned a Customer Relations Representative to each specific patient care area of this facility. You will see this representative's photograph, name, and phone number posted prominently in the clinical, ancillary, or administrative area to which he or she is assigned. He or she will listen to (or accept in writing) any complaint, problem, suggestion, concern, or comment you wish to make regarding the health care you are receiving or any aspect of that health care.

If you are having a problem with the care and services you are receiving, the representative will investigate the incident and try to resolve the problem immediately. Any concern or problem that cannot be resolved immediately by the representative will be referred to the Customer Relations Office for action.

The Customer Relations Program also uses a Patient Satisfaction Survey to assess your perception of and feeling about the health care you are receiving. We appreciate your candor and the time you take to complete these surveys.

We are proud to serve you and we value your thoughts and opinions, so please let us hear from you.

EXCEPTIONAL FAMILY MEMBER PROGRAM COORDINATOR

Location: Second Floor, Room 2069

Telephone: (361) 961-2254

Hours: 0800 to 1530 Monday thru Friday

The Exceptional Family Member Program (EFMP) identifies long-term medical and/or educational needs of Exceptional Family Members. It is mandatory for you to enroll by application and the program ensures consideration of those needs in the detailing process, and guarantees that resources are identified to Exceptional Families upon arrival at the new duty station. It also provides information on state and government resources for the handicapped.

The EFMP Coordinator will help you complete your application. Please call for an appointment.

HEALTH INFORMATION MANAGEMENT (Medical Records)

Location: First Floor, Room 1321

Telephone: (361) 961-4100

Hours: 0730 to 1630 Monday thru Friday

Military health care treatment records are the property of the United States Government and we will maintain them for you.

You are not permitted to keep your medical records at home. If you are doing this, we will not be able to file test results into your record, and this can be detrimental to the quality of health care you receive. If you are keeping your own record, it is of the utmost importance that you return it. Hand carrying of medical records is limited to appointments at other Military Treatment Facilities. You must sign for the record and then you must ensure that it is returned to us. If you are referred to a civilian provider, the clinical staff

has been instructed to copy the portion of the medical record that you will need to take with you. Outpatient Records personnel will be happy to make you a copy of your record if you request—please allow ten working days for processing.

You must present a military identification card to pick up your record. Family members 10 years or older must also have a military identification card. Unless accompanied by one of their parents, children under the age of 18 may not hand-carry their records. If you are 18 years or older and wish to have your records picked up by someone else (including a spouse), you must complete a consent form which is available at the Outpatient Records counter. This form will be added to your record and will not be removed without your permission. Without this form or statement signed by you, we cannot release your record or any medical information because we strictly comply with the Federal Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

If you are an active duty member and are transferring to another duty station and you and/or your family members' records are maintained here, you may hand carry your dependents' medical records to your new duty station. You must provide a copy of your orders.

It is important that all Defense Enrollment Eligibility Reporting System (DEERS) and CHCS information is correct, so please ensure that the information is up to date. Check with PSD, or DEERS on-line at: <http://www.tricare.osd.mil/DEERS>, or mail changes to DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771. You may also call (800) 538-9552 between 0900 to 1500 (Pacific Time) Wednesday thru Friday.



TRICARE SERVICE CENTER

Location: First Floor, Room 1475

Telephone: (800) 406-2832

Hours: 0800 to 1630 Monday thru Friday

The TRICARE Service Center (TSC) will provide you with information about eligibility, enrollment, benefits, participating providers (see below), financial requirements and billing support services for eligible beneficiaries. TRICARE has three services. These are TRICARE standard, TRICARE Extra and TRICARE Prime.

The regularly updated “Provider Directory” lists participating network providers in a 23 county area of South Texas. In addition to Primary Care Managers such as Family Practice, Internal Medicine and Pediatrics, the directory includes “Specialty Providers” such as Dermatology, OB/GYN, Podiatry and Urology. It also lists network hospitals, mental health providers and pharmacies.

TRICARE program briefings are conducted regularly throughout the year. Contact the TSC for information about the next scheduled briefing.

UNIFORM BUSINESS OFFICE MANAGER

Collection Agent

Location: Second Floor, Room 2101A

Telephone: (361) 961-6079

Hours: 0800 to 1630 Monday - Friday

Third Party Collections Agent

Location: Second Floor, Room 2101A

Telephone: (361) 961-3298

Hours: 0800 to 1630 Monday thru Friday

If you are not on active duty, by law we are required to bill your private insurance company for your medical services. When you come in for medical care, you will be required to provide information concerning your private insurance by filling out a patient registration form (DD 2569). This document is maintained in your medical record and must be updated at least once per year or whenever there is a change. Also, we will make a copy of your insurance card at the time of service. Charges filed to your insurance company may be applied to your deductible. You will never be billed directly (PUBLIC LAW 101-510, TITLE 10, CODE 1095). If you have any questions, please stop by the office or telephone one of our agents.

URGENT CARE CENTERS IN TRICARE NETWORK

Doctors’ Center

TIN: 742705038 Active duty and active duty family members require referral & authorization.
4637 South Padre Island Drive, Corpus Christi, Texas 78411

Phone: (361) 852-6824

Monday thru Friday 0800 to 2000; Saturday 0800 to 1700; Sunday 1000 to 1600

Bayside Family Medicine and Minor Emergency Center

TIN: 742707191 No referrals if you are on active duty, otherwise you require referral and authorization.

5325 Saratoga Blvd., Suite 230

Corpus Christi, Texas 78413

Phone: (361) 980-1116

Monday thru Friday 0900 to 1200 and 1400 to 1700

3817 South Padre Island Drive

Corpus Christi, Texas 78415

Phone: (361) 857-0178

Monday thru Friday 0800 to 2000; Saturday and Sunday 0800 to 1700

Calallen Minor Emergency Center

TIN: 742906219 If you are on Active Duty you require referral and authorization.
11559 Leopard St

Corpus Christi, Texas 78410

Phone: (361) 241-1116

Monday thru Friday 0900 to 2100; Saturday 0900 to 1800; Sunday 1200 to 1800

Complete Medical Care

TIN: 742430822 Both are open Monday thru Friday 0800 to 1700.

3138 S. Alameda St, Suite A

Corpus Christi, Texas 78404

Phone: (361) 884-4131

6458 Saratoga Blvd

Corpus Christi, Texas 78414

Phone: (361) 991-1030

OVERSEAS SCREENINGS COORDINATOR

Location: Second Floor, Room 2069; **Telephone:** (361) 961-2254

Hours: 0800 to 1530 Monday thru Friday

The Overseas Screening Coordinator (OSC) will help with screening requirements for any duty requiring prescreening. The OSC arranges all medical and dental appointments, helps you complete all paperwork and any correspondence that may be required for transfer to your next duty station.

Twelve months prior to your PRD or PCS to a sea or an operational duty assignment, you must contact the OSC to make an appointment to begin the overseas screening process. The OSC and the examining physician must see each family member’s medical record.

WELLNESS CENTER

Location: First Floor, Room 1499

Telephone: (361) 931-3914

Hours: 0730 to 1630 Monday thru Friday

Wellness is a process that begins when you seek to help yourself by developing lifestyle habits that enhance your state of well-being. The Wellness Center is geared to assist with that enhancement through lectures, classes, and health fairs. Our staff educators provide one on one counseling, by appointment, for Active Duty and Active Reserve personnel. Dependents, Retirees, and eligible beneficiaries are seen by referral from their Primary Care Manager.

The Wellness staff includes a Health Promotion Ph. D. whose services include classes on Tobacco Cessation and Cholesterol Management, a Registered Nurse for Breast Health and Breast Cancer education and a Registered/Licensed Dietitian for Nutrition and Weight Management Counseling as well as Shipshape Classes for Active Duty members.

In the Resource Center, located in the Wellness Center, you can check out a variety of books and videos on topics ranging from cooking, diet, and exercise to pregnancy, injury prevention, and stress management. Internet capabilities allow you to search websites on a variety of health related topics and our wide selection of free pamphlets and booklets are a good source of information.

We invite you to come in to our Relaxation Room. Music, ambient lighting and aroma help to soothe the senses while you enjoy a Shiatsu back massage from our Massage Chair.

If you need information or have any questions about our programs, please contact the Wellness Center and we will be glad to assist you.

“Early Detection and Education is the Best Protection”



PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

You have explicit rights regarding your health care, as well as specific responsibilities to participate in your own health care decisions. We want to encourage you to become familiar with these privileges and to take an active role in exercising them. For example:

- **INFORMATION DISCLOSURE.** You can expect to receive accurate, easily understood information and assistance in making informed health care decisions about your health plans, providers and facilities.
- **CHOICE OF PROVIDERS AND PLANS.** You can choose a health care provider that will ensure access to appropriate, high-quality health care.
- **ACCESS TO EMERGENCY SERVICES.** You are entitled to access emergency health care services when and where the need arises. There is no requirement for preauthorization for emergency services.
- **PARTICIPATION IN TREATMENT DECISIONS.** You have the right and responsibility to fully participate in all decisions related to your health care, subject to readiness requirements for active duty Service members. To the extent practical, our staff and TRICARE Prime network professionals shall provide you with easily understood information and the opportunity to decide among treatment options consistent with the informed consent process.
- **RESPECT AND NONDISCRIMINATION.** You can expect considerate, respectful care from each of our staff members at all times, and under all circumstances in an environment of mutual respect and free from discrimination. In accordance with DoD policy, we do not discriminate in the delivery of health care services or in marketing and enrollment practices based on race, ethnicity, national origin, religion, gender, age, mental or physical disability, genetic information, sexual orientation, or source of payment.
- **CONFIDENTIALITY OF HEALTH INFORMATION.** You can look forward to communicating with health care providers in confidence, to have the confidentiality of your individually identifiable health care information protected, and to review and copy your own medical records and request amendments to your records, subject to limited exceptions for which there is a clear legal basis, subject to the Health Information Portability and Accountability Act of 1996.

- **COMPLAINTS AND APPEALS.** You can anticipate fair and efficient process for resolving possible differences with your health care provider, this facility or a TRICARE contractor, including a rigorous system of external review.

Also, you are expected and encouraged to exercise reasonable responsibility for your own health care. By doing so you increase your chances of getting the best results and you help us in our effort to improve our services for you. That is why you should:

- Adopt healthier habits such as exercising, not smoking, and eating a healthy diet. Also avoid spreading disease intentionally.
- Become involved in specific health care decisions, working together with your health care provider in developing and carrying out an agreed-upon treatment plan and disclosing relevant information and clearly communicating wants and needs.
- Recognize the reality of risks and limits of the science of medical care, and be aware of our health care providers' obligation to be reasonably efficient and equitable in providing care to other patients.
- Increase your knowledge about this facility and TRICARE coverage, options, and rules and abide by applicable procedures.
- Show respect for other patients and health workers and make a good-faith effort to meet financial obligations.
- Report wrongdoing and fraud to appropriate authorities.

Your health care is a top priority! And we will do everything possible to make your visit with us pleasant and positive. We also want you to have the best and most current information available regarding your rights and responsibilities, so we encourage you to familiarize yourself with this Patient Bill of Rights. If you have a question or you would like a copy please ask the Customer Service Representative.

J. P. RICE
Captain, Medical Corps
United States Navy

PEDIATRIC BILL OF RIGHTS

You and your parent(s) or guardian(s) have the same rights of other patients here including the right to:

- Refuse most treatment to the extent permitted by law and reasonable medical practice.
- Receive information concerning the diagnosis, treatment, and prognosis in a language you can understand at a developmentally appropriate level. When it is not medically advisable to give you such information, it will be provided to your parent(s) or guardian(s).
- Express feelings of anxiety, happiness, or sadness.
- Experience minimal physical separation from each other. Separation from your parent(s) or guardian(s) shall be only for specifically indicated medical or nursing evaluation or therapy.
- Receive emotional support from our staff, including (but not limited to) social work, psychiatric and religious or spiritual counseling.
- Appropriate assessment and management of pain and discomfort.
- Urgent medical care without your parent(s) or guardian(s) prior consent if attempts to contact them have been unsuccessful and delay would jeopardize your health.

You and your parent(s) or guardian(s) have the same responsibilities of other patients here including the responsibility to:

- Provide accurate and complete information about current problems, past illnesses, medications, and other matters relating to your health.
- Comply with the medical and nursing treatment plan, as agreed upon by the family and health care providers, including your role in helping us to give you safe delivery of care. Your parent(s) or guardian(s) are responsible for assuring your compliance.

If you have not reached your 18th birthday and you are not married, or your parent(s) or guardian(s) still have charge of your life, you do not need parental or guardian consent (nor are we required to notify them) for the following reasons:

- Examination for sexually transmitted disease.
- Treatment for sexually transmitted disease (parental/guardian notification is required only if the minor refuses treatment).

SPEAK UP Campaign

We are committed to your safety, we are making every effort to prevent medical errors, and we support the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) “Speak Up” campaign. Please play a vital role in making your health care safe by becoming an active, involved and informed member of your health care team. We encourage you to S-P-E-A-K U-P and make your care a positive experience:

Speak up if you have questions or concerns, and if you don’t understand ask again. You have a right to know.

Pay attention to the care you receive. Make sure you get the right treatments and medications by the right health care professionals.

- Tell your doctor or nurse if something doesn’t seem quite right.
- Expect health care workers to introduce themselves when they enter your room. Find out who they are by looking at their identification badges.
- Notice whether your caregivers have washed their hands.
- Know what time of day you normally receive a medication.
- Make sure your doctor or nurse confirms your identity prior to the administration of any medication or treatment.

Educate yourself about your diagnosis, the medical tests you undergo, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness.
- Gather information about your condition.
- Write down important facts your doctor tells you so that you can look for additional information later.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized.
- Your advocate can also help remember answers to questions you have asked, and may speak up for you if you cannot.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask the purpose of the medication and ask for written information about it, including its brand and generic names.

- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have or negative reactions to past medications.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as provided by JCAHO.

- Ask about the health care organization’s experience in treating your type of illness.
- Before you leave the hospital, ask about follow-up care and make sure you understand all of the instructions.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment lasts, and how you should feel.
- Understand that more tests or medications may not always be better.
- Keep copies of your medical records from your previous hospitalizations and share them with your health care team.

PAIN CARE BILL OF RIGHTS

When you experience pain, you have the right to:

- Have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, pharmacists and other healthcare professionals.
- Have your pain thoroughly assessed and promptly treated.
- Be informed by your doctor about what may be causing your pain, possible treatments, and the benefits, risks and costs of each.
- Participate actively in decisions about how to manage your pain.
- Have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.
- Be referred to a pain specialist if yours persists.
- Get clear and prompt answers to your questions, take time to make decisions and refuse a particular type of treatment.

* Source: American Pain Foundation: www.painfoundation.org